ARMY CENTER OF EXCELLENCE, SUBSISTENCE

RESERVE COMPONENT

FOOD SERVICE WORKSHOP 2008

"FEEDING AN ARMY STRONG"

ARMY FOOD SERVICE CONTRACTING

Dining Facility Operations
Subsistence Prime Vendor

Challenges & Solutions

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Food Service Contract Management

FOOD SERVICE CONTRACTING

CHALLENGES

- PROCUREMENT INTEGRITY
- CONTRACT ADMINISTRATION
- USE OF SPV STANDARD OPERATING PROCEDURES

FOOD SERVICE CONTRACTING

PROCUREMENT INTEGRITY

Non-Starter

"I KNEW WHAT I WAS DOING WAS WRONG,

BUT I DIDN'T THINK IT WAS ILLEGAL".

FOOD SERVICE CONTRACTING

PROCUREMENT INTEGRITY

CHALLENGE

- GIFTS (Gratuities)
- Conflicts of Interest = Any action or inaction of a person which is incompatible with the official duties of that person.

FOOD SERVICE CONTRACTING
PROCUREMENT INTEGRITY
Solution

- KNOW and FOLLOW THE RULES ON:
- GIFTS (No Touch = No Worry)
- CONFLICTS OF INTEREST Lead to fraud, abuse and prosecution.

FOOD SERVICE CONTRACTING

CONTRACT ADMINISTRATION

Challenges

- Contract cooks in military operated dining facilities
- Improper Direction Of Contractor
- Ineffective Performance Eval.
- Ineffective Documentation

FOOD SERVICE CONTRACTING

Solution

COR/PAE MUST BE ABLE TO:

- **Accurately Define Requirements**
- **Effectively Adm. Contr. at COR/PAE Levels**
- **Accurately Evaluate Performance**
- **Adequately Document Performance**
- **RECOMMEND Remedies for Unsat. Service**

FOOD SERVICE CONTRACTING

COR/PAE must be:

- **Knowledgeable in Army Food Service**
- **COR certified through QMC&S or ALMC**
- **Trained in Food Service Sanitation in accordance with TB MED 530**
- **Able to create and implement monthly Performance Assessment Plan**
- **Able to effectively monitor the contractor**
- **Able to develop and provide information/ reports to the KO**

FOOD SERVICE CONTRACTING

Challenges: Causative Factors

Insufficient training / Inexperience

- Lack of contracting and food service technical knowledge
- Inadequate planning / poorly written requirements documents
- No team approach
- Lack of communication
- Failure to follow established guidelines

FOOD SERVICE CONTRACTING

Solutions

ACES - TRAIN PERSONNEL

ACES – **ASSIST**

Develop food service contracts PWS.

ACES - IMPROVE

- Requirements and Standards
- Performance Assessment Plans

INSTALLATION PERSONNEL- FOLLOW

- Established Contract PROTOTYPES
- Standard Operating Procedures

FOOD SERVICE CONTRACTING

Solution: ACES Training

- Training provided in the USAQMC&S WOBC, WOAC and FSM Courses.
- CONUS and OCONUS MTTs
- FYs 05/06 ACES provided training to 810 Students (16 Classes in FY 06)
- FY 07 - ACES provided training to 475 Students (16 Classes)

Training/Food Service Contract Management Course

FSCM Course: Offers five days of instruction several times a year at Ft Lee, VA

- Provides Food Service Contract Officer Representative training to both Soldiers and Civilians
- Primary focus is Contract Management in the Dining Facility, overview of contract law, Monitoring/Performance Assessment Plan Procedures, Food Safety Standards and HACCP
- Off Site instruction is available upon request (minimum requirements must be met)

Food Service Contract Management

- FSCM course provides COR certification valid for five years (Possible change to two years)
- Training is required within 90 days in accordance with AR 30-22
- Over 1200 hundred soldiers trained since October 2004
- Need for training is at all time high due to current mission
- Recently added to BNCOC/ANCOC

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

ACES

- Continues to revise all training materials and contract prototypes.
- Newly developed prototype guidance for contracted cook support in military operated facilities (C.5.4)
- Continued promulgation of Standard Operating Procedures

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

ACES

New Sect. C.5.4 for DA Prototype

- Restriction on Personal Services
  1) **Service Contracts**. (FAR) 37.101 defines a service contract as one that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than furnish an end item of supply.

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

ACES

- (2) **Personal Service Contracts**. A contract that by its written terms or as administered causes the contracted personnel to appear to be government employees. Contracted personnel are subject to continuous supervision and control of a government officer or employee. (FAR 37.104)

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

ACES

- (3) **Non-Personal Service Contracts**. A contract under which contractor employees are not subject, either by the contract terms or by the manner of daily administration, to the supervision or control of government employees. (FAR 37.104)

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

- Requiring activity responsible for a suitable performance work statement (PWS) indicating “what is to be done” and NOT “how to do it”.
- Separation of duties must include recognition of the requirement for military cooks to remain proficient in food preparation.

FOOD SERVICE CONTRACTING

Solution: Improve Guidance

- Military manager coordinates with contractor supervisor who directs contractor employees.

- If contractor employees take their daily orders from government personnel an illegal personal services contract will be created.

FOOD SERVICE CONTRACTING

Solution: Follow Guidelines

INSTALLATIONS

- Use DA Prototypes to:

- Develop Accurate Requirements
- Develop & Implement Comprehensive Assessment Plans
- Accurately Report Contractor Performance Levels
- Develop Sound Recommendations Awards/Remedies

FOOD SERVICE CONTRACTING

Challenge: Improve SPV OPNS

- Expanding Catalogs
- Constant Turnover
- Insufficient Consumption
- AFMIS Master Item File not Updated
- AFMIS Recipe File not Updated

FOOD SERVICE CONTRACTING

Solution: ACES - SOPs to Assist

- Selection, Maintenance and Retention of Subsistence Items
- Food Product Demonstrations and Comparison Cuttings.
- SOP for Receiving Subsistence at Garrison Dining Facilities
  - Vendor Visit Policy

FOOD SERVICE CONTRACTING

Solution: Follow Guidelines

INSTALLATIONS

- Understand SPV Contract
- Utilize SPV Operating Procedures in AR and DA Pam 30-22
- Utilize SOPs to enhance operation reduce operational turmoil.

FOOD SERVICE CONTRACTING

Solution: Follow Guidelines

SOP for Selection, Maintenance and Retention of Subsistence Items

- Procedures for New Items

  "Why should we select one product over others"

- Selection or Retention of Items

  - Cost to Benefit Analysis

FOOD SERVICE CONTRACTING

SOP for Selection, Maintenance and Retention of Subsistence Items

- Visits of Vendors, Manufacturers or Brokers
- Evaluation, Selection of & Obligation to Consume Products (Cuttings, Demonstrations)
- File Maintenance Requirements

FOOD SERVICE CONTRACTING
ON THE HORIZON

Revision to DA Prototypes for:
- Food Service Contracts
- Performance Assessment Plans

- Revision to FSCM:
  - Student Study Guide
  - Student Work Book

- Update to SOP for:
  - Selection, Maintenance and Retention of Subsistence Items (Purchasing Guides)

FOOD SERVICE CONTRACTING

QUESTIONS?

POCs

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